



Appendix J - Agency Services Plan



Agency Services Strategic Plan

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Agency Services Strategic Plan Goals

The Agency Services Strategic Plan was developed to address the vision, goals and planning specific to the functions of Agency Services, which include the interface to the Michigan Department of Information Technology (MDIT) clients as well as the integration of information and communication technology with the business and service needs of the State of Michigan. The Agency Services Strategic Plan is closely aligned with the Cabinet Action Plan and is integrated into the overall Michigan IT Strategic Plan.

The vision for Agency Services is expressed through three overarching strategic goals. First, we want to continue to standardize and improve our processes, staff, and service delivery en route to becoming a “world class” IT organization. Upon that foundation, we continually strive for alignment with our clients to ensure the best use of their resources by delivering strategic IT projects that support the priorities of the state agencies and the governor. Finally, we recognize that the closer we are as a strategic partner to our clients, and as we have a broad view of all of state government’s processes and services as well as a view of the future horizon of technology, we are in a unique position to transform government services through business process redesign and innovative IT solutions for our client agencies.





World Class IT Organization

To standardize our internal processes and improve our service delivery, we have prioritized six initiatives for fiscal year 2006.

- Service level agreements
- System development life cycle
- Consolidate development toolsets
- Align employees skills to future needs
- Rated services for application development
- Standardize demand management processes

First, we have chosen to shore up and improve on the service level agreements we have with our client agencies as they are the foundation for all service delivery. Next, we recognize the benefits gained from standardized development processes, so we are working on a new system development life cycle geared to qualify for Capability Maturity Model Level 3 once it is fully implemented. We also recognize that consolidation and standardization of our development tools will allow for efficiencies in hardware and employee skill sets. We also acknowledge that as technology changes at an ever increasing pace, we will need to update our employees' skills so we are embarking on a project to create a complete enterprise skill set inventory and create roadmaps for the development of the future's critical technical skills. We also believe that a funding model based on rated services will allow for greater transparency and control for our clients and allow for improved flexibility and efficiencies in our ability to provide services. Finally, we recognize the need for a standard process for interfacing with our clients around demand management and planning processes that will enable our growth as a strategic partner.

Strategic Alignment

To grow as a strategic partner with our clients, we are beginning by gathering their priorities and desired outcomes. The identified top priorities fall into the following six categories:

- Improving student achievement in Michigan
- Sustaining and creating business investment and jobs
- Making Michigan's people healthier and our families stronger
- Protecting our citizens and making our communities safer
- Enhancing the quality of Michigan's natural environment
- Making government in Michigan more cost effective and efficient.

These are the priorities we will support by aligning our services and software to the needs of our clients. In cooperation with them, we are setting the direction of the many IT projects and initiatives that will enable our clients to achieve their desired outcomes.



Transformed Government

Finally, we believe that our unique position, with a broad view of government and a forward-looking view of technology, gives us the opportunity to propose true transformations in government services through innovative IT solutions and process improvements. Once again, this process is one we undertake in lock-step with our clients.

After surveying the present for clues of the future global, national and state business drivers, and after examining emerging technology opportunities, we have worked with our clients and agreed to pursue architectures and software that will support transformed government services around:

- Mobile workers
- Data sharing and integration
- Enterprise service centers
- Citizen self-service transactions
- Collaboration tools
- Shared administrative services

We are working on project development and planning for leveraged platforms for shared value among our clients in these areas in the current and future fiscal years. We believe that by focusing our energies and resources in these areas we can continue to provide innovative services and solutions and best prepare our client agencies for the future.

The Future

The current Agency Services Strategic Plan is designed to be the guide for our organization through a rolling 1 to 3 year time-frame. On an annual basis we undertake a process to revise and realign our plan to that period, while also looking to the longer 3 to 5 year horizon as we preview emerging technologies and seek future business foci and drivers.